

# NETWORK MANAGER REPORT

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SEPTEMBER 2005

SUBMITTED BY Winn McInnis, General Manager

### OVERVIEW

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#### Operations

September proved to be a busy month with the start of the license renewal year, and several new applications successfully completing agency testing and moving into production. Also, with the conclusion of the State's fiscal year, our Client Service Manager was busy assisting our agency partners to ensure the reconciliation of all transaction records.

#### Highlights during the month were:

- alabama.gov received recognition as a finalist for the Best of The Web competition again for 2005.
- The Group Verification application from the Alabama Board of Nursing is a finalist in Government to Business category in the Best of The Web awards. This possibly marks the first Board of Nursing to have obtained this type of recognition for their advancements in technology.
- Alabama Interactive collected survey results from individuals who utilized the Live Help feature on the site. Though the survey was voluntary, the services provided through Live Help achieved exceptional reviews from over 90% of the respondents.
- Alabama Interactive has received great feedback from the upgrades to the Department of Banking web applications. Companies as large as Alabama Power were thrilled with the ability to renew over 90 licenses online at one time. This application saves both the constituent and the department lots of money and time.
- The Alabama Board of Registration for Foresters experienced a great 1<sup>st</sup> year online renewal season. According to the numbers, this application achieved a renewal adoption of over 50%.
- Alabama Interactive hired an additional application developer in September. The developer comes from a strong corporate technology background and brings experience in .NET, JAVA, and PERL programming languages.
- The Alabama Board of Pharmacy Institution (Hospital) license renewal application has been completed and is in production. This application will allow hospitals to renew their various pharmaceutical licenses online.
- The Alabama Department of Conservation and Natural Resources Marine Resources application has been completed and is in production. This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.
- Alabama State Board of Examiners in Speech-Language Pathology and Audiology license renewal application has been completed and is in production. This service will allow for the renewal of speech pathologist and audiologists professional licenses.
- The Alabama Department of Conservation and Natural Resources local probate update to the Point-Of-Sale application is back in production for the license renewal season. This service allows local probates to add their fees to hunting and fishing licenses.

## **Marketing**

Alabama Interactive's marketing team has been working hard to develop a strong marketing plan for 2006. As part of this development, we have selected multiple give-a-way items to be featured at various trade shows and partner meetings. The alabama.gov informational brochure is in the final proofing stages and should be ready to print by early November.

AI is developing a press release for each of the Best of The Web award recognitions. These recognitions are very positive for the state and will have to drive traffic to the portal.

Alabama's DCNR point-of-sale system was high-lighted in an article published by Government Technology in August.

## **Customer Service**

Help Chats experienced a strong increase for the month of September. The increases in chats were largely due to schools being back in session. Chats averaged about 29 live chats per day for the month. AI received a live chat from an elementary school teacher who was inquiring on educational resources that may be helpful in her classroom about the state. She was directed to the newly revised kid's quizzes page and she was ecstatic, claiming that this was exactly what she wanted to include in her course curriculum.

## **Development**

The development team deployed 2 new applications and several application upgrades and enhancements for the month of September. The developers also constantly monitor and maintain the web portal and servers that support the web-based applications. On September 30, one of the servers alerted AI's team of a high transaction volume from another state that could cause slow downs with the payment engine system. The team immediately took action to fine tune the servers and prepare to correct the situation. The reorganization of the transaction loads may have caused a couple of the applications to stall for a matter of minutes, but the quick response of the team kept all systems in working order throughout this peak processing time.

Mongoose, which is an internal project that will be used to monitor and notify any down time occurrences on the portal and other mission critical applications, is also currently in development and testing.

As part of the plan for next year, the development staff began to gear up for the introduction of a .NET server and the development of applications in .NET. On staff, we currently have three developers who have significant experience in .NET coding and technology.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|--|
| Alabama Board of Nursing            | <ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul> |
| Alabama Department of Public Safety | <ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>   |
| Alabama Real Estate Commission      | <ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>   |
| Alabama Secretary of State          | <ul style="list-style-type: none"><li>· Merchant Services</li></ul>  |

#### Completed in 2003

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|--|---|
| Alabama State Banking Dept.                              | <ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>   |
| Alabama State Bar  | <ul style="list-style-type: none"><li>· Membership Renewal</li></ul>  |
| Alabama Board of Chiropractic Examiners                  | <ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>  |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul> |
| Alabama Department of Finance, Office of the CIO         | <ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>  |
| Alabama Department of Insurance                          | <ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>   |
| Alabama Board of Nursing                                 | <ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>   |
| Alabama Real Estate Commission                           | <ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>  |
| Alabama Department of Revenue                            | <ul style="list-style-type: none"><li>· Sales, Use and Lodging Tax Filings</li><li>· Refund Status for Individual Income Tax</li></ul>  |
| Alabama Secretary of State                               | <ul style="list-style-type: none"><li>· UCC (Uniform Commercial Code) Filings</li></ul>   |

## Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

## Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service allows chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application allows individuals to sign up for visible emissions training online.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application allows HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application allows payment of CHIP premiums by credit card.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Course Renewal	This service allows renewal courses for continuing education credit.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service allows taxpayers to file a request for income tax extension.	This application is complete and in production.
Alabama Board of Registration for Foresters	License Renewal	This application allows licensed foresters to renew their license online.	This application is complete and in production.
Alabama Real Estate Commission	Change of Information	This application allows for the changing or updating of addresses and personal information	This application is complete and in production.
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application allows online payment for license renewal.	This application is complete and in production.
Real Estate Appraisers Board	License Renewal	This application allows Real Estate Appraisers to renew their licenses online	This application is complete and in production.
Alabama Department of Environmental Management	Smoke School Fall Registration Updates	This application allows individuals to register for Smoke School courses online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	License Renewal Updates for 2005	Updates to last year's online licensing application	This application is complete and in production.

Alabama State Banking Department	Multiple License Renewal	This is an update to a pre-existing application for Banking	This application is complete and in production.
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's and Public Accountants to renew their license online	This application is complete and in production.
Alabama Board of Nursing	LPN Renewals	This is an update to a pre-existing application for Alabama Board of Nursing.	This application is complete and in production.
Alabama Board of Nursing	Military Nurse Renewals	This application will allow military nurses to renew their licenses online.	This application is complete and in production.
Alabama Board of Architects	License Renewal	This is an update to a pre-existing application for the Alabama Board of Architects.	This application is complete and in production.
Alabama Board of Pharmacy	Institution (hospital) License Application	This an annual license application for institutions (hospitals)	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is complete and in production.
Alabama Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Local Probate Update	This service allows local probates to add their fees to hunting and fishing licenses.	This application is complete and in production.

## IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Homebuilder Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	The individual inactive license is in production and the corporation application is in agency testing.	October 2005
Alabama Board of Professional Engineers and Land Surveyors	License Renewal	This service will allow for Engineers and Land Surveyors to renew their license online.	This application is in testing.	October 2005
Alabama Public Service Commission	Annual Registration Application	This is an annual registration (RS-1) that is required before the supplemental (RS-2) application is used each year.	This application is in testing.	October 2005
Alabama Department of Industrial Relations	Unemployment Quarterly Tax Updates	Updates to application allowing for encryption of checking account information	This application is in testing.	November 2005



Alabama Department of Revenue	Trip and Fuel Permits	This application allows truckers to fill out their trip and fuel permits online	This application is in agency testing	October 2005
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**IN DEVELOPMENT . . .**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	License Transfer	This application allows the transfer of licenses.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005

Alabama Department of Public Health	Provider Service Facility Renewal	This service will allow Provider Service Facilities to renew their licenses online.	This application is in development.	November 2005
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is in the pre-project planning phase.	January 2006
Alabama Licensure Board for Interpreters and Translators	License Renewal	This service will allow professionals to renew their licenses and permits online.	This application is in the pre-project planning phase.	January 2006
Alabama Department of Revenue	Tax Estimations Application	This service will allow citizens to pay their estimated tax online.	This application is in the pre-project planning phase.	January 2006
Alabama Real Estate Commission	Certification Update	This service will allow citizens to verify that a broker is licensed in Alabama.	This application is in the pre-project planning phase.	November 2005
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the pre-project planning phase.	February 2006
Association of Mental Retardation and Developmental Disabilities	Case Manager Online Subscription Services	Allows case managers access to case management training services	This application is in the pre-project planning phase.	December 2005

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## SERVICE REQUESTS

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There were no new service requests for September, largely in part of the closing of the State's fiscal year. Several appointments have been scheduled for the beginning of October.

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## MONTH IN REVIEW

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Total September AI Network Transactions:	201,308
Average Successful Request per Day:	6,710
Total September alabama.gov Visitors:	355,693
Total September alabama.gov Page Views:	1,875,600
Total September alabama.gov Chats or Offline Messages from Live Help:	1078

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## OPERATIONS & ADMINISTRATION

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Alabama Interactive is working on the 2006 Budget and Business Plan. Several new services have been placed into the project queue for the upcoming year and AI plans to introduce several innovative application ideas from other NIC subsidiaries to further enhance the offerings of Alabama's e-Government services.

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## OTHER BUSINESS/IN CLOSING

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September was a productive month, specifically due to updating several agency licensing applications and assisting our partners in their final stages of their agency testing prior to public release. The development team excelled during the month, with the completion of several new applications. With the excitement and demand for e-Government services, our development queue already has multiple projects scheduled throughout the first quarter of 2006.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis